

UNION COUNTY DIVISION OF SOCIAL SERVICES FNS PERFORMANCE



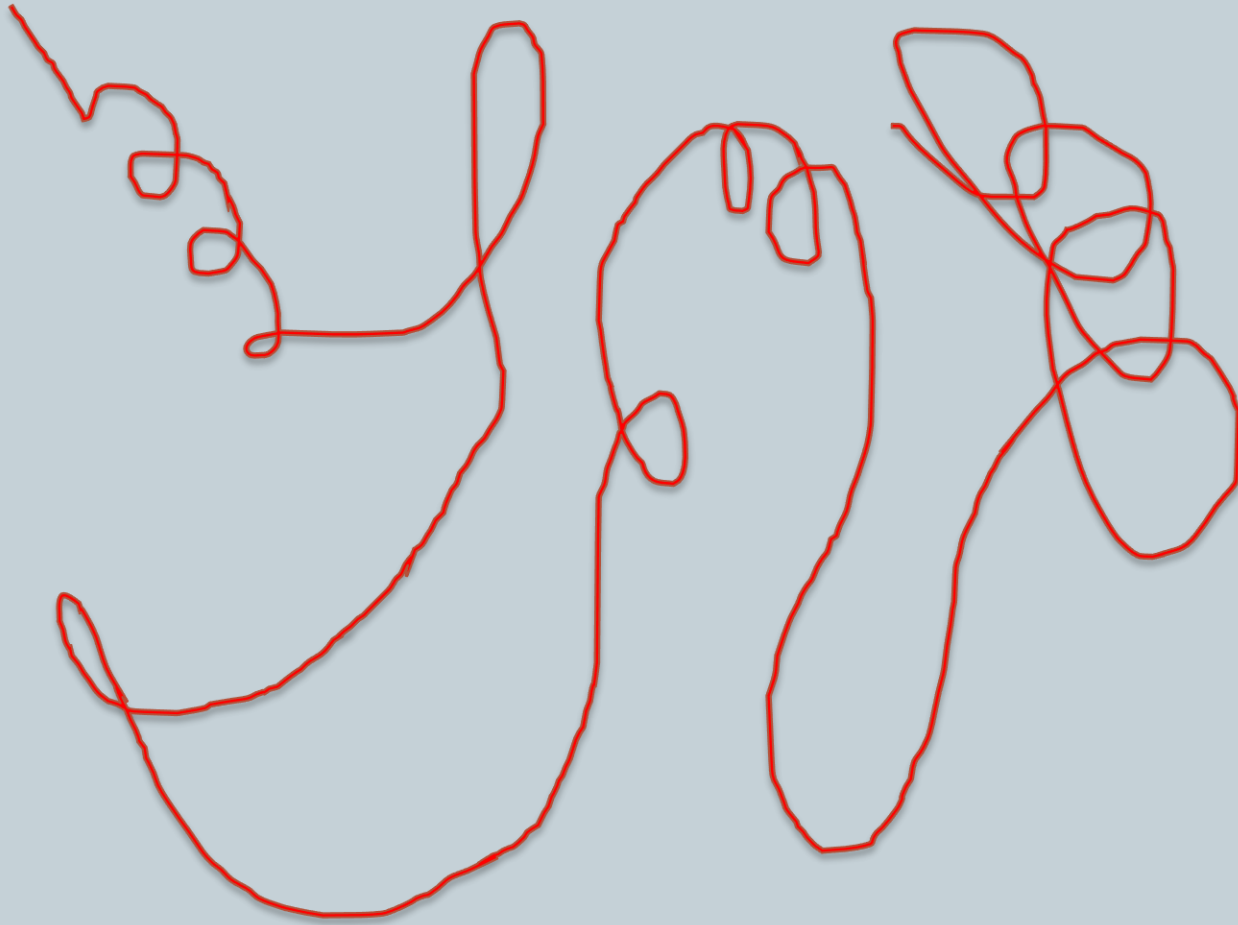
[What it feels like to work at DSS \(sometimes\)](#)

Team Members



- Rae Alepa, Director, Division of Social Services
- Mary Causebrook, Human Service Evaluator
 - Earl Ford, Program Administrator
 - Robin Sheppard, FNS Supervisor
 - Karen Tucker, FNS Supervisor

What we've been through...



Implementation of NC FAST
Loss of experienced workers
Increased staff turnover
Loss of assistance from Contract Employees
Increase in Active Cases
Increase in Customers
Increase in Applications
Inadequate staffing
Learning curve for new staff
New leadership within the agency
– 5 times in 5 years
Technology shortfalls
New systems – daysheets, Compass, etc.

THEN and NOW – State of our county



2000 Population	2010 Population	2015 Estimated	% Increase
123,677	201,292	222,742	80.01
Union County is the 3rd fastest growing county in North Carolina			

From the year 2000 to the year 2010*:

- Persons of Hispanic/Latino Origin saw an increase of 174.54%
- Persons aged 5 to 17 saw an increase of 86.93%
- Persons aged 65 and over saw an increase of 74.61%

These are our most indigent populations and make up 64.6% of FNS recipients in Union County**.

*Population statistics obtained from the United States Census Bureau FactFinder.

**Recipient data obtained from USDA Profile of SNAP Households, March 2015

THEN and NOW – State of our agency

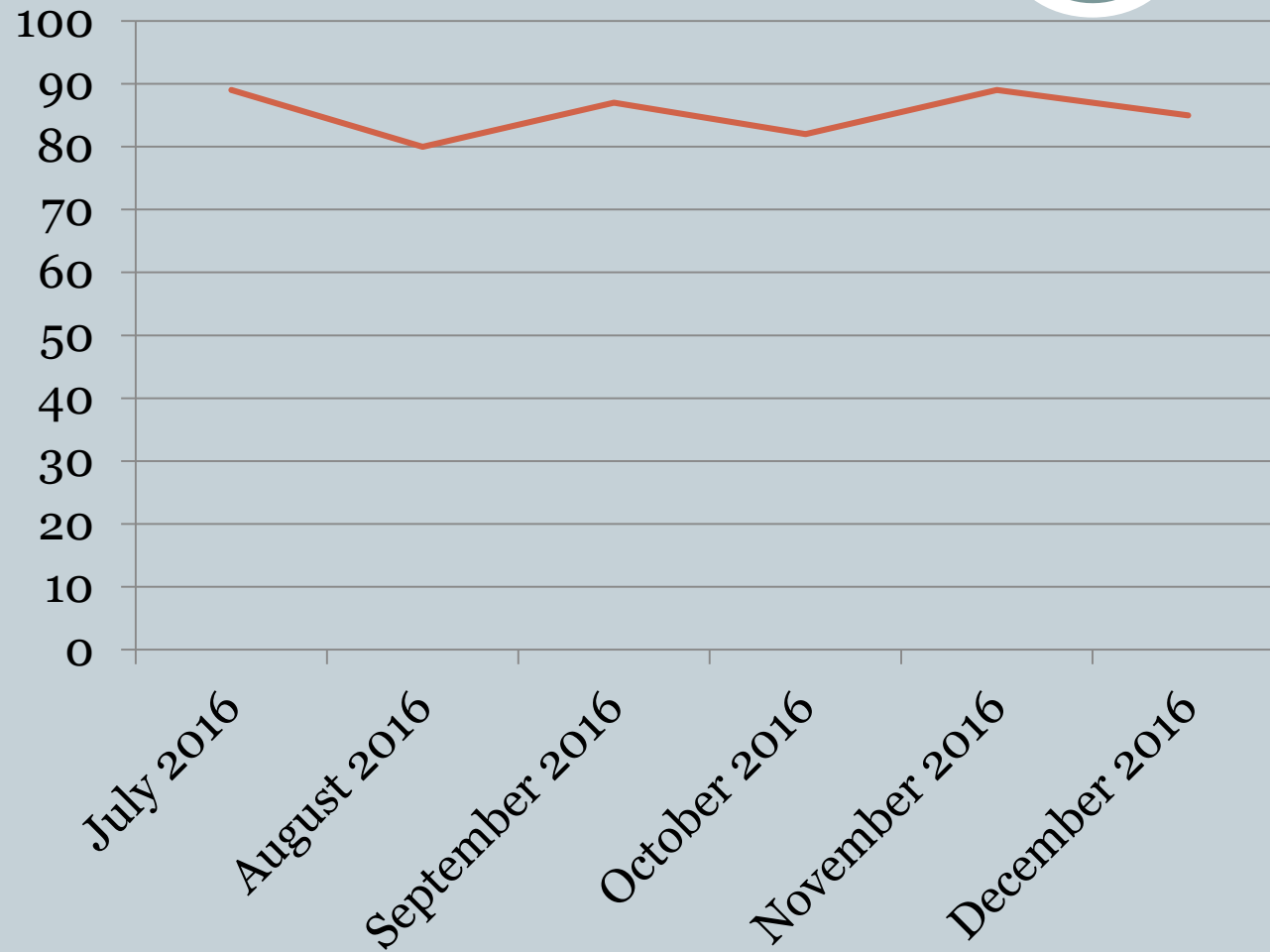
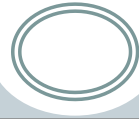


2007 Active Cases	2016 Active Cases	% Change	2007 Active Participants	2016 Active Participants	% Change
4,375	8,796	101%	10,476	20,152	92.4%

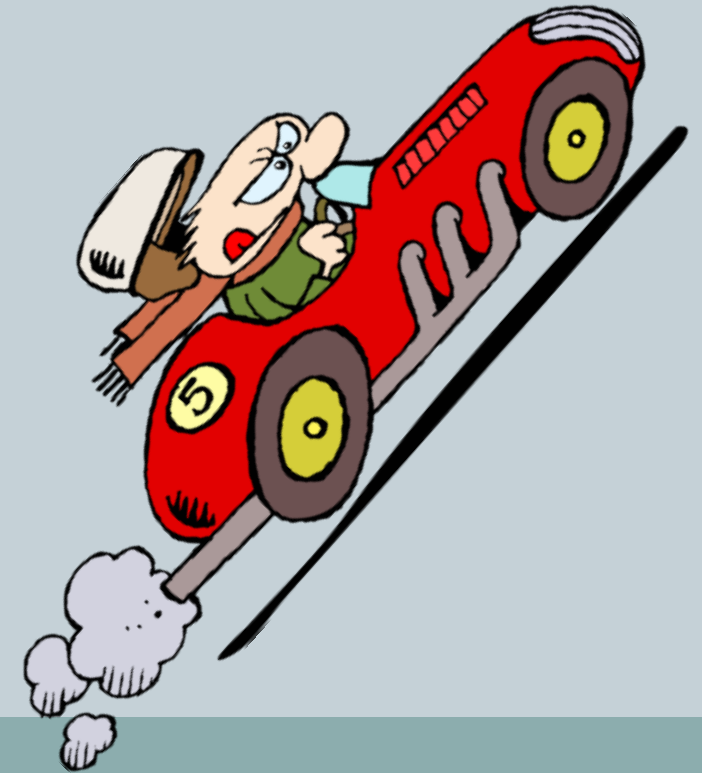
Though the active cases increased from 2007 to 2016 by 101%, the county was unable to increase staffing until this current fiscal year.

- An additional 10 positions for FNS were requested, the county approved 5 positions and left 5 in reserve after a reevaluation (to occur around January 2017).
 - We currently have 25 workers who work with FNS customers
 - 14 ongoing case managers & 11 application case managers
- Training Unit was created: 4 trainers and one program manager (2 current vacancies)

What drives us...



— Recertification
Timeliness



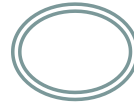
Goals and Objectives



Improved and sustained timeliness ratings +
Decreased time to process recertifications +
Improved Accuracy +
Reduction in Caseload Churning rates +

= Customer Access Improvement + Increased Customer Satisfaction

Process Improvements to Date



Universal Concept/Pre October 2014

- All caseworkers completed F&C Medicaid, Adult Medicaid, and FNS applications and reviews

October 2014

- Implemented Change team
- *Change team processed FNS and F&C Changes
- Separated Adult Medicaid from other programs
- All Applications for F&C and FNS were combined
- Recertifications for FNS and F&C were separate teams

June 2015 - Present

- Eliminated Change team and integrated those workers into either FNS or F&C teams
- FNS and F&C Applications no longer combined
- FNS and F&C recertifications remained separate

SNAP Collaborative – Baseline



- Track 10 applications and 10 recertifications
 - Application process time: 52 minutes
 - Recertification process time: 100 minutes
- Track worker tasks
 - Majority of tasks were recertifications and phone calls
- Track method of receipt for recertifications
 - 53% of recertifications are received by way of customer coming into the agency

SNAP Collaborative – Questions



- Why are recertifications taking longer to process than applications?
 - Duplicates
 - Incorrectly keyed from application
- What is causing the need for rework?
 - New workers with no experience
 - Lack of training for seasoned staff
- How can we pend and interview customers the same day the recert is received?
 - PDSA #1

PDSA#1 – Same day processing



- Step 1 – Have front office ask customer if they wish to have a caseworker review their recert to ensure agency had all verifications
 - If the customer agreed, they were logged in to see the existing triage team
 - 46% of customers agreed to wait to see a worker
- Step 2 – Test expanded triage unit with 2 caseworkers – two days
 - Workers completed recerts while customer was in their office
 - 65% of recerts completed the same day
- Step 3 – Test expanded triage unit with all ongoing caseworkers – one week
 - 65% of recerts completed the same day
- Step 4 – Implementation of full expanded triage unit – one month
 - 60% of recerts completed the same day

RESULTS



January 2017 = 100% timeliness



PDSA #2 – What to do about all those mail ins



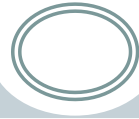
- Step 1 – Get data regarding upcoming recertifications
√Report created in Data Warehouse
- Step 2 – Create script for IMC 1 to contact customers
√Script created and ready
- Step 3 – Contact customers to give them information
 - Scheduled to begin Mid-February
- Step 4 – Track to determine decrease in the need to pend for information
 - Recertifications will be tracked during the month of March

Next Steps – Looking at Accuracy



- Work with training unit to determine common errors
 - Track amount of time spent on corrections – one week
 - Track actual errors discovered to determined trends
- Implement more ongoing training
 - Use information from tracking to determine course of action and next PDSA

Where we aim to be



100% TIMELINESS
100% ACCURACY